

## **MAMSEY HOUSE CARE HOME SERVICE USER'S GUIDE**

### **Welcome to Mamsey House**

### **Summary of Purpose of the home**

Mamsey House Care Home is owned by Clinida Care Ltd. Its main office is situated at Mamsey House, Priest St, Williton, Taunton TA4 4NJ.

Mamsey House opened in 1994, to enable older people from the area to continue living as independently as possible by receiving care and support consistent with their incapacities and disabilities. A registered nurse is on duty 24 hrs per day to ensure the home is providing a high standard of care. The majority of our care staff are either trained, or are working towards a National Vocational Qualification in Care (NVQ).

We value each and every individual who comes to live at Mamsey House whether for respite care or long term. We welcome applications from the locality or those seeking to move to the area. All residents are assured that they will be treated with respect and dignity according to their individual needs and wishes.

Prospective residents and relatives are provided with a: -

**Brochure.**

**Statement of Purpose.**

**Copy of most recent inspection report from the  
Care Quality Commission (CQC)**

All enquirers are made aware of our diversity and anti – discriminatory policies and are encouraged to visit the home to look around and meet the manager, or in her absence a senior member of staff who will answer any queries.

### **Number of Places and for whom**

Mamsey House is a registered care home, and aims to provide high-standard accommodation and care in its 33 single rooms. Most of the rooms have ensuite toilet and washbasin facilities. All have thermostatically controlled heating for residents' individual comfort. A few rooms share a connecting door that can be utilised for married couples or siblings. All accommodation complies with the National Minimum Standards that came into force from April 2002.

Elderly persons of either sex, including married couples or partners, who because of physical incapacities require help with activities of daily living, are entitled to apply for a place at Mamsey House. However, most of our residents are in their 80s and some in their 90s. Priority is given to people who have been resident in the locality of Williton and Watchet, one of our main aims being to help residents retain their links with their community, family and friends.

We are unable to cater for older persons whose mental frailty is greater than their physical needs. Due to our close proximity to a very busy road it is not possible to accommodate any person that is at risk of wandering.

At Mamsey House we are committed to ensuring that no one is excluded on the grounds of his or her ethnicity, religion or culture. We discuss with each applicant or their representative, how their individual and cultural needs can be met.

## **Qualifications of Registered Manager and Staff**

In addition to the registered RGN manager, the home employs a RGN assistant manager eight RGN level 1 or level 2 nurses and care staff (full-time/part-time), an office manager, two cooks, a housekeeper, kitchen assistants, three domestics, a caretaker and a gardener. Most of our staff live in the Williton/ Watchet area and are familiar with the district, which is a help to residents. All new staff receives an induction, which highlights the homes' philosophy and values.

The majority of our care staff are either trained, or are working towards a National Vocational Qualification in Care (NVQ), with the aim of having at least 50% of our care staff with an NVQ qualification.

## **Description of Accommodation**

Residents at Mamsey House enjoy the benefit of comfortable surroundings. There are accessible outdoor areas including a gazebo, lawns, patio, a raised flowerbed and garden. Communal areas include 2 separate dining rooms and 2 lounge areas in which a variety of leisure, cultural and social activities can take place. All areas are adequately furnished with appropriate lighting and facilities to enable residents to follow their preferred activities. Wheelchair users accessible toilets are in close proximity to lounge and dining areas. Residents' individuals' rooms vary in size from 12 to 19.6 square metres inclusive of en suite toilet and washbasin. Please refer to attached plan of the home.

## **Assessment**

Under government regulations, potential residents must have their needs thoroughly assessed before entering a home. This is intended to provide each service user with the best possible information on which to make an informed choice about their future.

For potential residents who are already in touch with a social work department, the initial assessment will be undertaken as part of the care management process, but we also need to assure ourselves and the service user that Mamsey House is suitable for them.

For potential residents who approach the home direct, appropriately trained staff will make a full assessment of need, calling, with the service user's permission, on specialist advice and reports as necessary.

We will provide prospective residents with as much information as possible about the home to help them make a decision about whether or not they wish to live here. We offer the opportunity for the prospective resident to visit the home and join current residents for a meal. They may then apply directly for a place at Mamsey House, although most applications follow an assessment of their financial circumstances, which will determine any funding to which they may be entitled as a contribution to the costs of their accommodation and care.

Each application is given careful consideration by the home's management and, depending on vacancies, a decision to offer a place is made within fourteen days. Where there is no current vacancy it is possible for an applicant to be placed on a waiting list.

If we feel the home is not suitable for a particular person we will try to give advice on how to look for help elsewhere.

In accordance with the Mental Capacity Act, all assessments will include a Mental Capacity assessment. This will allow the Home Manager to assess whether or not the resident has the mental capacity to make decisions for themselves. If necessary, the

services of an Independent Mental Capacity Advocate (IMCA) will be sought if this is thought to be in the best interests of the resident.

## **Support, Facilities and Specialist Services**

Residents are offered choice of surgeries if moving here from outside the area. There are two practices locally. Mamsey House is in close proximity to Williton surgery. If a visit is required urgently a GP can be available within minutes. A doctor from this practice holds a clinic at Mamsey House once a week. Each resident registered with the practice is reviewed during this visit. The other local surgery is at Washford and although there is not a set day for reviews, a GP from the practice will visit if required.

Access to the multidisciplinary team is processed through the GP's referral. This includes Dieticians, Physiotherapists, Speech therapists and Occupational therapists. All are prepared to do domiciliary visits.

The individual resident's agreed care plan provides the basis on which Mamsey House's care service is delivered. Each resident's plan includes a description of their preferred daily routine, their likes and dislikes in relation to food and any specific dietary requirements and similar matters. A copy of dietary requirements is kept in the kitchen to ensure their needs are met. The care plan contains all aspects of Activities of Daily Living.

How a resident likes to be addressed, and what dignity, respect and privacy means to them in terms of daily behaviour and actions is noted. We find that it is particularly important to find this out in relation to any intimate personal care that staff are expected to carry out.

The care plan also contains details of the resident's social interests and activities and how these are met, and any arrangements to attend religious services of their choice.

Each resident is allocated a member of staff to act as a Key Worker. Key Workers are responsible for monitoring, reviewing and co-ordinating the care plans of their residents. The Key Worker rota is changed every three months to enable residents to interact with different members of staff. Key Workers are offered regular supervision with their designated team leader and management who share responsibilities for attending case reviews and liaising with a multi disciplinary team who may also be involved with the resident.

### **Social activities, hobbies and leisure interests**

We try to help our residents to continue to enjoy as wide a range of individual, group activities and interests as possible both inside and outside of the home, to carry on with existing hobbies, pursuits and relationships, and to explore new avenues and experiences. We have our own mini bus and so can enjoy outings when the weather is favourable. There is a full activity programme each afternoon. This is hosted by a designated care assistant. The programme is varied, consisting of bingo, music, flexercise, makeover, manicures, picture quizzes, donkey visits, reminiscence etc. All residents are encouraged to join in, but there is no compulsion. We hope that friendships among residents will develop and the activity programme is one way to promote this. There may be a charge associated with some social activities and services; where this applies, the details will be made clear to the residents in advance.

We recognise that food and drink play an important role in the social life of the home. We try to provide a welcoming

environment in the dining rooms and to ensure that mealtimes are unhurried, pleasant occasions providing opportunities for social interaction as well as a home cooked nutritional diet. Meals can be served in the residents' own room if desired. Three full meals are provided each day as well as mid-morning coffee and afternoon tea. Drinks are available at all times. Birthdays are marked by a special cake and gift.

We try to ensure that the home is part of the local community, so in principle we encourage visits by the local school children, clergy, and others.

At Mamsey house we recognise that risk-taking is a vital and often enjoyable part of life and of social activity. Some residents may wish to take certain risks despite or even because of their disability. We do not aim therefore to provide a totally risk-free environment though we take care to minimise risks and to ensure that residents are not subject to unnecessary hazards. When a resident wishes to take part in an activity, which could involve risk, we will carry out a risk assessment with that individual, possibly involving relatives if the resident agrees. Such risk assessments will be regularly reviewed.

We aim to give our residents and relatives opportunities to participate in all aspects of life in the home. In particular residents are regularly consulted both individually and collectively about the way the home is run. Residents and relatives are encouraged to voice opinions at resident meetings and in resident/ relative questionnaires.

For the benefit of residents and staff the home is designated a non-smoking zone. Anyone wishing to smoke may do so in the grounds. A receptacle is provided for cigarette ends.



## **Pets**

We understand that some residents may find it beneficial to have their own pets with them, and in these circumstances we will assess each individual situation taking into account any animals already residing in the Home, as well as the possible effects on other residents. The care of animals owned by the Home will be the responsibility of the Home's staff. The care of animals owned by residents will be the responsibility of the resident or their family, with limited involvement from the staff unless otherwise agreed by the Home Manager.

At the current time the Home owns several tropical fish (in the residents lounge). One resident owns a budgie which is kept in the resident's room.

## **Complaint procedure**

We can only attempt to correct any mistakes or faults if we know about them. In the event of a complaint, details must be provided to the Home Manager in writing. The matter will then be investigated by the Home Manager, following the Company's internal procedures. If the complaint cannot be resolved to the satisfaction of all parties it may be passed to either the:

**Care Quality Commission, South West  
Citygate  
Gallowgate  
Newcastle Upon Tyne  
NE1 4PA**

**OR**



**Director of Social Services  
County Hall  
Taunton  
Somerset  
TA1 4DY**

### **Fire Safety**

Visitors are requested to sign in and out in the visitors' book located in the reception area. By signing the visitors book, visitors are agreeing to abide by the Visitor's Rules which are displayed near the visitor's book. This also enables staff to monitor the amount of people in the building in the event of fire or a health and safety issue.

In the event of the Fire Alarm sounding, visitors are required to go to the Fire Assembly Point (FAP) immediately – located outside the Matron's office. Once accounted for, all visitors will be required to vacate the building and wait in the car park until the situation is resolved.

If discovering a fire – break glass on call point – located in all areas of the home – then go to FAP.

The Nurse-in-charge of the Home will co-ordinate any action to be taken, delegating where necessary. The Fire Brigade will be called initially to advise them that the alarm has sounded. It will then be necessary for a second call to be made to confirm if there is a fire or if it is a false alarm. Only if an actual fire has been discovered will the emergency services attend. Residents will be moved to a safe zone, at least 2 fire doors, away from the suspected location as indicated by the activated smoke detector. All residents, staff and visitors will be accounted for.

The Fire Alarm will not be silenced until the Fire Officer (if in attendance) gives permission, or until a false alarm has been confirmed.

The home endeavours to conform to all relevant government guidance on promoting and protecting the health, safety and welfare of service users and staff.

### *Specialist Equipment*

- *Special baths (Parker & Arjo)*
- *Special mattresses and beds*
- *Pressure relieving equipment*
- *Various hoists*
- *Specialist manual handling equipment*

### **Fees Charged, What They Cover, Cost of Extras**

Our fees range from £624 to £670 per week, payable either four weekly or monthly in advance. Invoices will be submitted at the appropriate time.

Different fees are payable for different people in different circumstances and, in our outcome-led service, it is likely that a cost plus margin of the service will vary dependant upon the component parts. Also, this will be applicable where the care is funded, wholly or in part, by a third party of the Local Authority.

Fees include all accommodation costs, food and drink, heating and lighting, and laundry done on the premises, and any other services staff provide. Service users are expected to pay from their personal allowance or private income for personal items such as newspapers, magazines, tapes and books, and for

additional services provided here such as hairdressing, aromatherapy, private chiropody. These additional expenses can either be added on to the service user's bill, or deducted from their personal funds which are held in our office for safe-keeping. Residents are also free to make their own arrangements for buying in such services.

Fees will be reviewed at least annually but may be reviewed more often if circumstances render this necessary. At least one months notice of any such increase, wherever practicable, shall be supplied to the service user, which will be accompanied by a statement of the reasons for such an increase.

### **Recent Comments from service users:**

"I know I can no longer live on my own, so I am glad to have somewhere that is the next best thing"

"The staff are so friendly, everyone is cheerful"

"I enjoy the animals"

"I like the food, there is a good choice"

### **Statement of Purpose**

Please refer to this document for further details.

### **Review of this document**

We keep this document under regular review and we welcome comments from service users and other relevant parties.

Signed: \_\_\_\_\_

Designation \_\_\_\_\_

Date \_\_\_\_\_

Please find attached copies of most recent inspection report,  
visitor's policy and complaints procedure.